



ESC Service Charter Scorecard

May 31, 2015 – July 11, 2015



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Service Delivery Overview

May 31, 2015 – July 11, 2015

Executive Summary

Total # Agencies Served: 80

Total # Employees Served: 54,359

Total calls received: 9,671

Average Call Wait Time: 00:51

Total email requests received: 1,004

Total FAX requests received: 286

Number of Transactions processed by ESC: 8,830

Total outbound contacts: 2,180

Total tickets opened: 8,830

Total tickets closed within 3 days: 8,418

Total tickets remain open beyond 3 days: 465

% tickets remain open beyond 3 days: 5.2%

% of Employees served by the ESC: 16.24%

Staffing

Area	Staffing as of 7/11/2015	Staffing as of 5/30/2015
Customer Service/Intake	5	5
Customer Service/Research	3	3
Processing & Outreach	8	11
Analyst	1	1
Supervisor	3	3
Senior Staff	4	4
Total	24	27

Activities

- 7\1 – HR/CMS Timesheet function not Available
 - 6:30am to 8:30am
- Three Processing & Outreach staff retired as part of Early Retirement Incentive Program

Source: ESC Avaya CMS & Footprints Reports, data from 05/31/2015 – 07/11/2015.

***Note:** “% of Employees served contacting ESC” does not account for repeat contacts (i.e., one employee calling multiple times).

The Commonwealth of Massachusetts



SLA Targets and Actual Performance



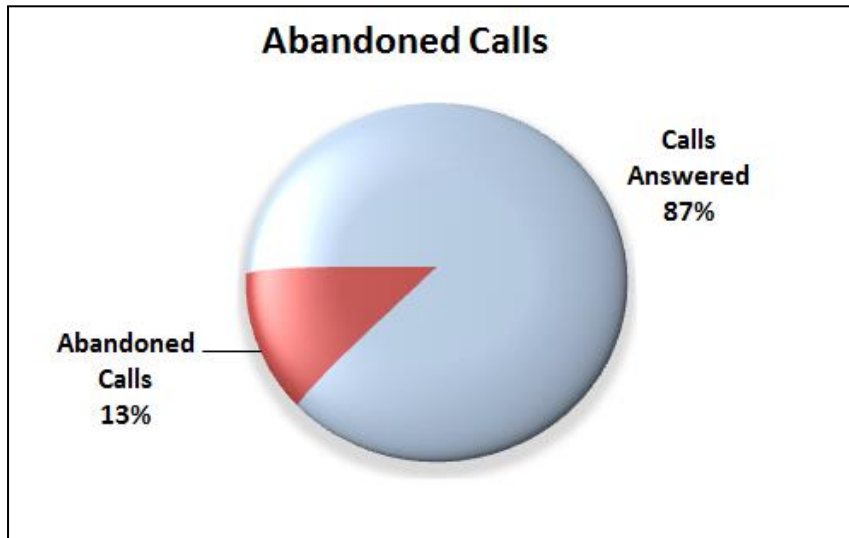
Delivering HR Services That Matter

Metric	Target	Current Period Performance 05/31/15 – 07/11/15	Previous Period Performance 05/03/15 – 05/30/15	Trend
Average wait time – all inquiries (Days operational)	Will not exceed 3 minutes 90% of the time; Will not exceed 2 minutes 50% of the time	0:51 seconds	0:59 seconds	
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	97.88%	99.88%	
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	94.2% within 1 Day and 97.7% within 3 Days	92.8% within 1 Day and 95.7% within 3 Days	
Customer satisfaction (Based on automated survey upon ticket closure. A minimum of 20% must respond to survey in order for results to be accepted as a valid sample of customer satisfaction.)	80% of customers rate overall satisfaction good to excellent	89% rated good to excellent (0.184% response rate)	95% rated good to excellent (0.197% response rate)	
Percent of notification runs executed to completion: <ul style="list-style-type: none"> All: Reminder Report Time Employees: Unreported time - 1st & 2nd notice Approvers: Unapproved reported time - 1st & 2nd notice Agency HR/Payroll: Over/Under scheduled hours and unapproved Payable Time notifications -1st & 2nd notice Failsafe outreach to Agy. HR/PY and signatories Failsafe outreach to CTR and CHRO 	95%	100%	100%	
Secretariat ad hoc reports produced within established timeframes: <ul style="list-style-type: none"> Simple*: 3 business days Complex*: 7 business days 	90%	100%	100%	
SLA reports produced on time according to predefined schedule (see section 5.5)	Y/N	N	Y	

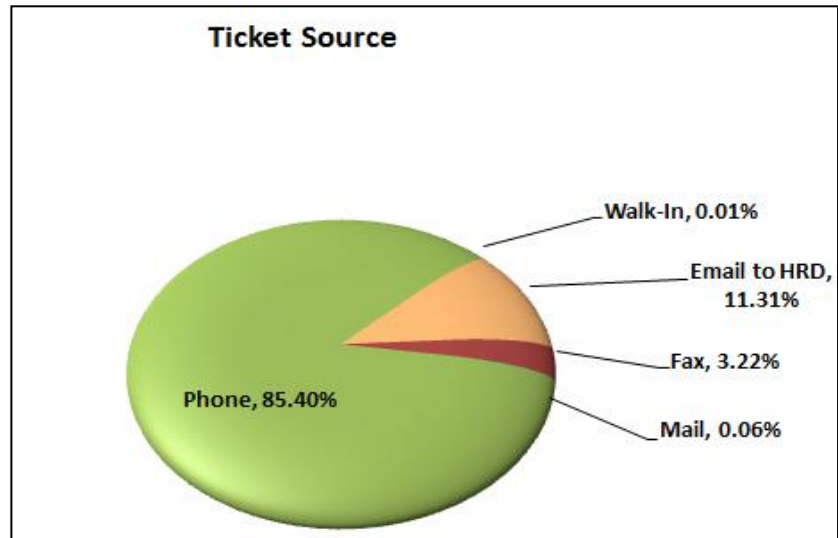


Inbound Call Data

SLA Metric	Target Level	Current Period 05/31/15 to 07/11/15	Previous Period 05/03/15 to 05/30/15	June 2014
Average wait time – all inquiries (Days operational)	Will not exceed 3 minutes 90% of the time	0:51 seconds	0:59 seconds	0:19 seconds



Total = 9,671 calls



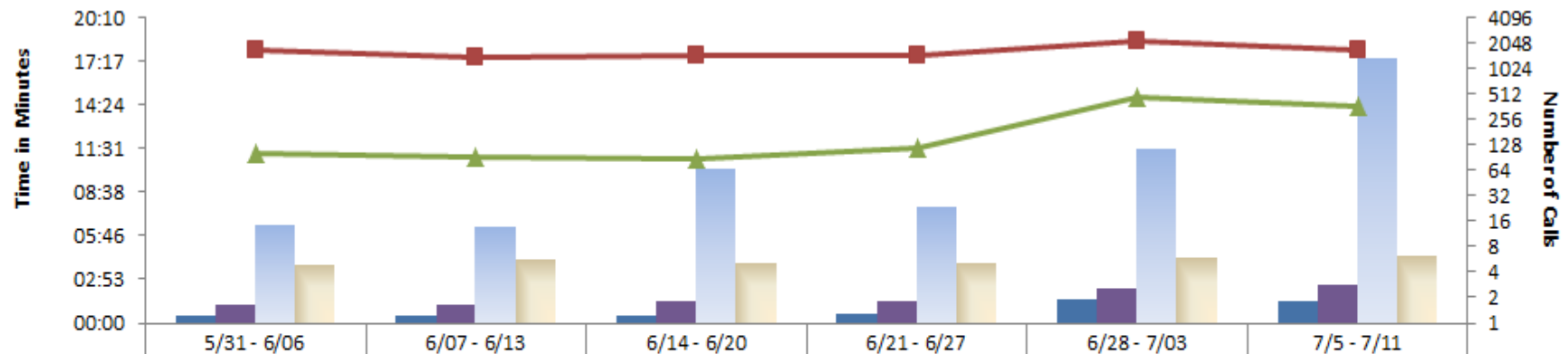
Total = 8,830 Tickets

Source: ESC Footprints & Avaya data from 05/31/2015 – 07/11/2015.



Inbound Call Data

Wait Time, Call Volumes, & Abandonment Rates

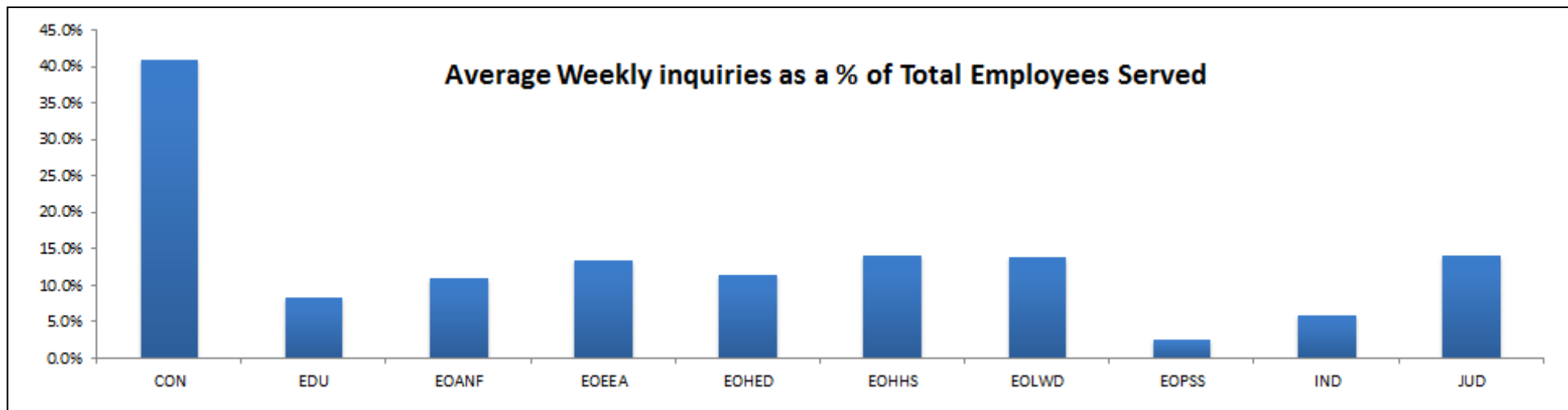
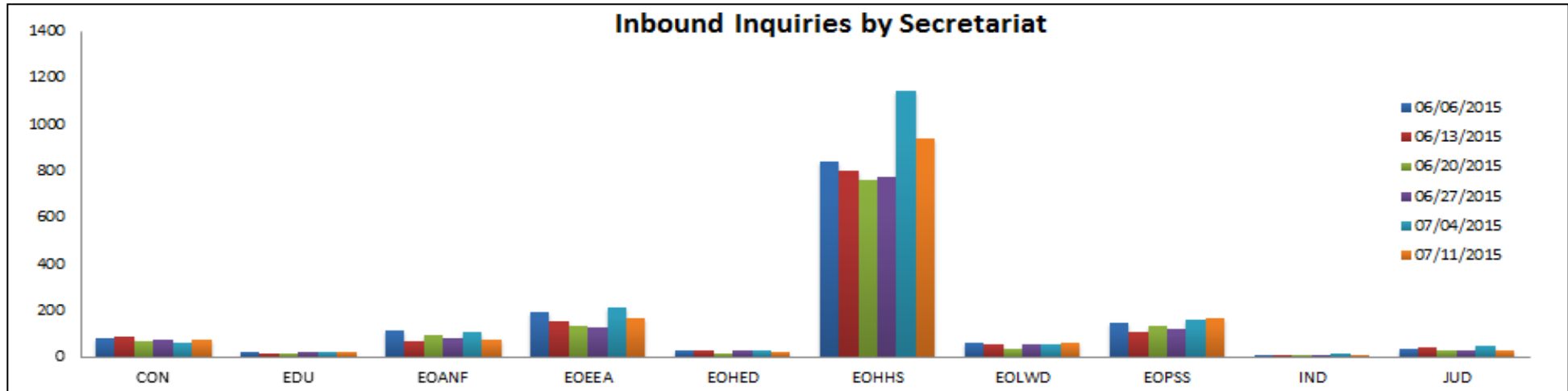


Source: ESC Footprints & Avaya data from 05/31/2015 – 07/11/2015.



Inbound Inquiries by Secretariat

- EOHHS agencies represent the largest volume of inquiries to the ESC.
- CON EOHHS and JUD represent the highest volume as a percent of employees served.

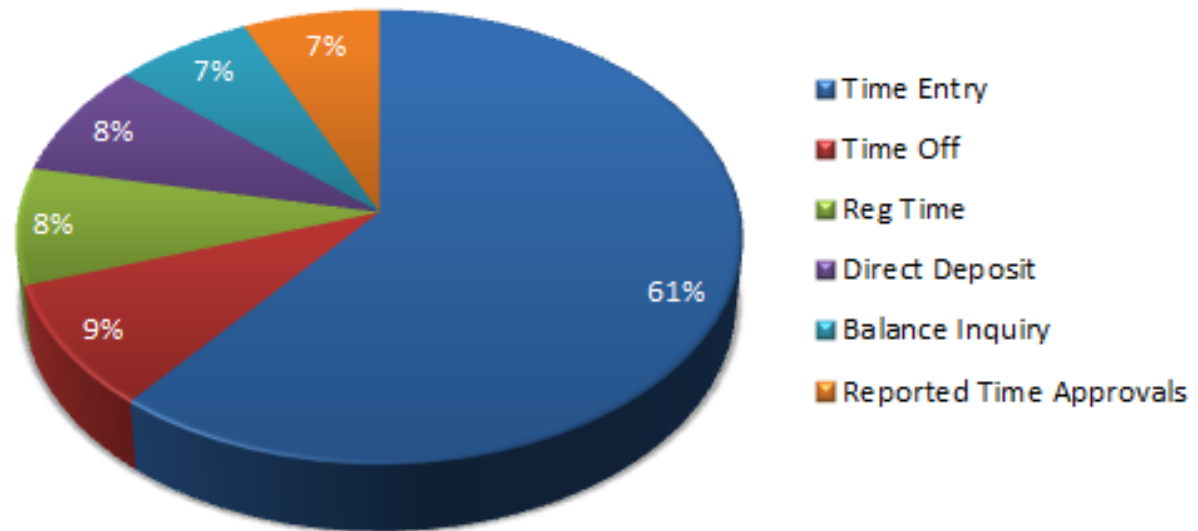


Source: ESC Footprints data from 05/31/2015 – 07/11/2015. Average inquiries per employee is shown for comparison purposes and does not account for repeat contacts (i.e., one employee calling multiple times).



Type of Inquiries Received

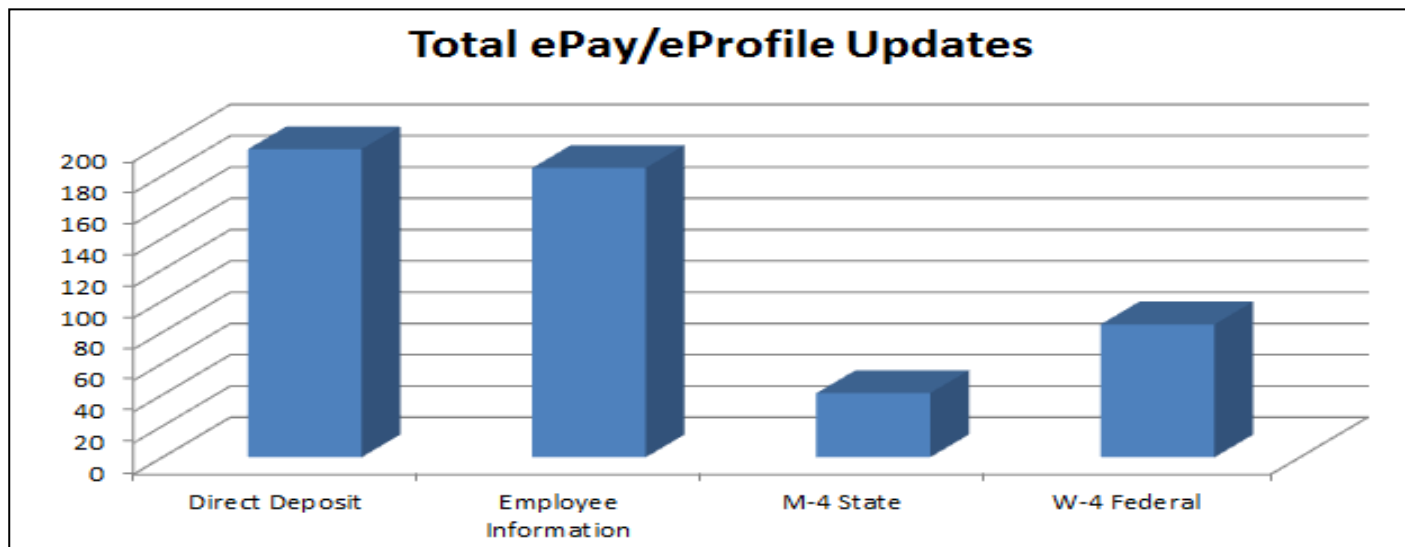
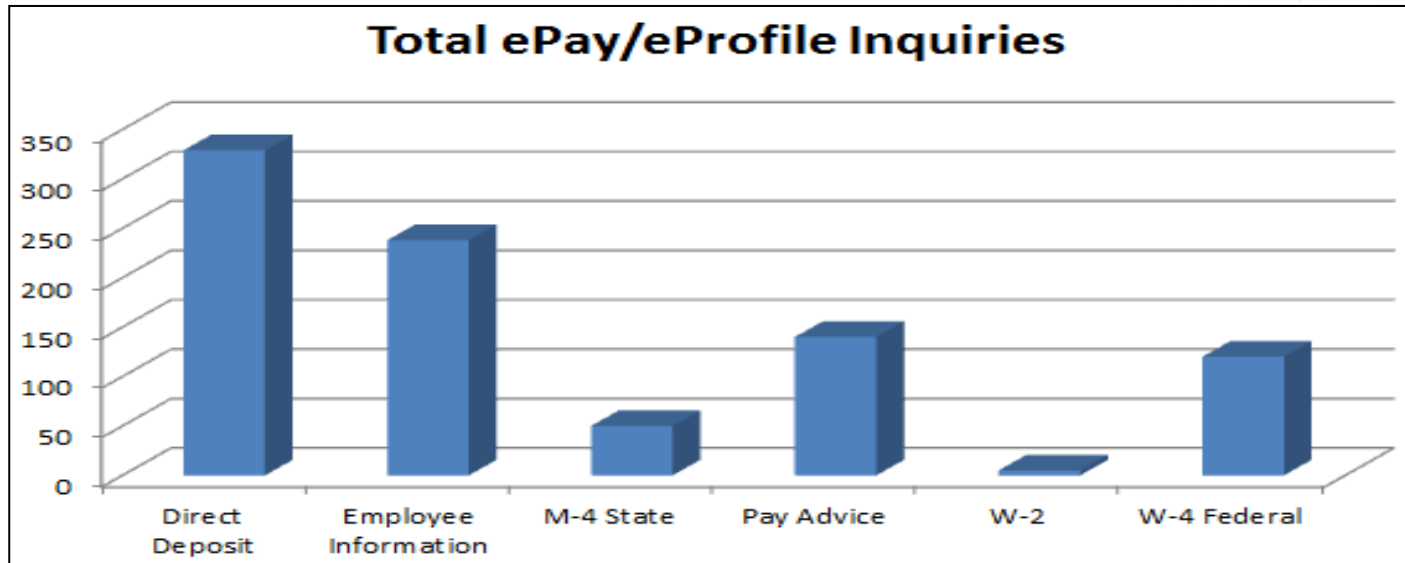
Top Inquiry Classifications (Excluding Password Resets)



Source: ESC Footprints data from 05/31/2015 – 07/11/2015.



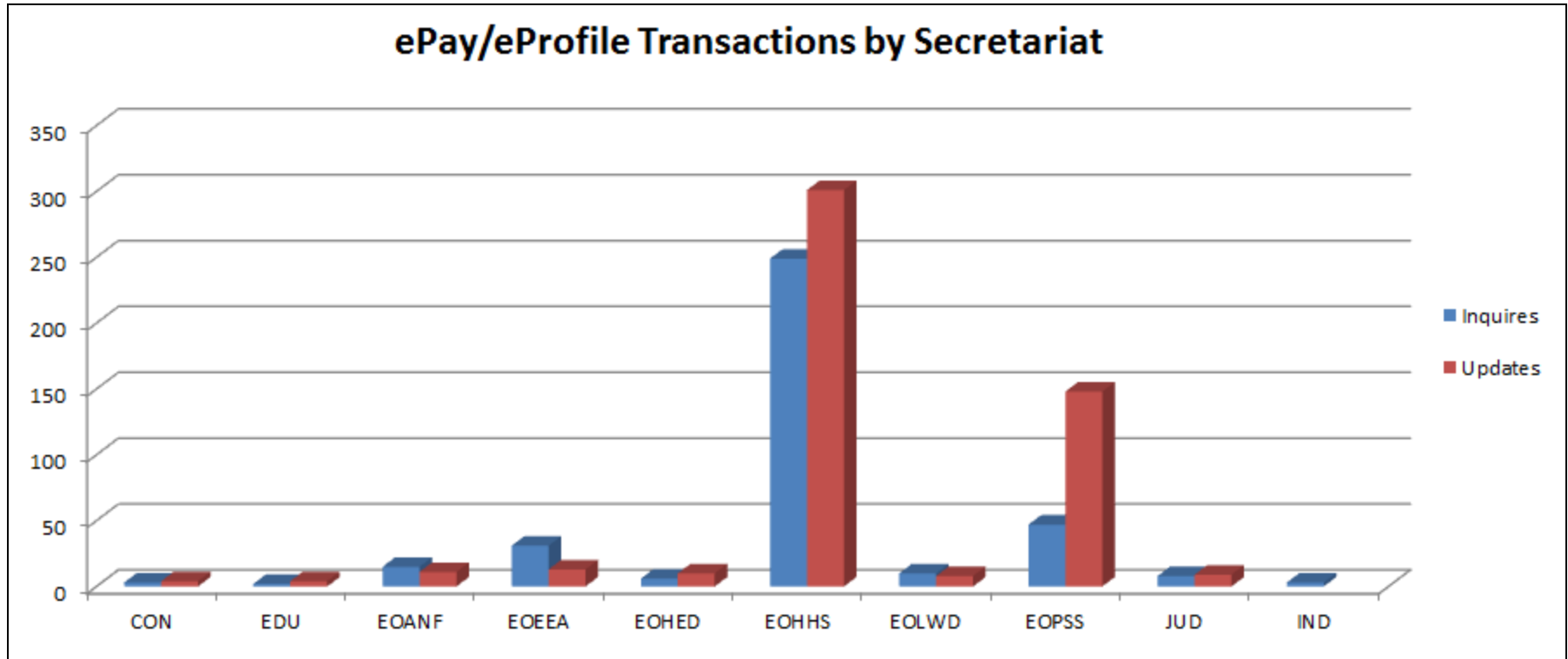
ePay/eProfile Transactions



Source: ESC Footprints data from 05/31/2015 – 07/11/2015.



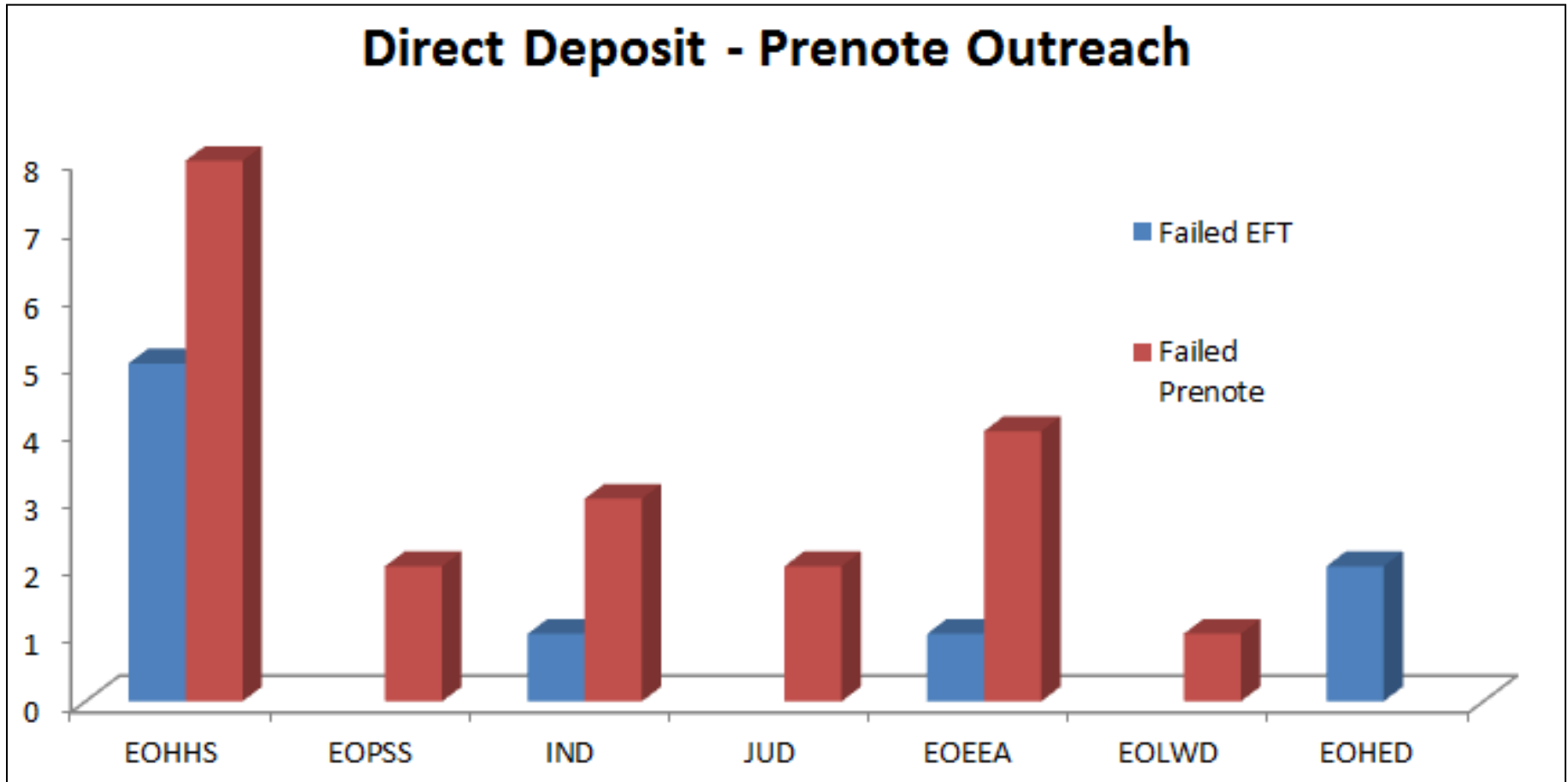
ePay/eProfile Transactions by Secretariat



Source: ESC Footprints data from 05/31/2015 – 07/11/2015.



Direct Deposit-Prenote Outreach



Source: ESC data from 05/31/2015 – 07/11/2015.



Case Resolution Time

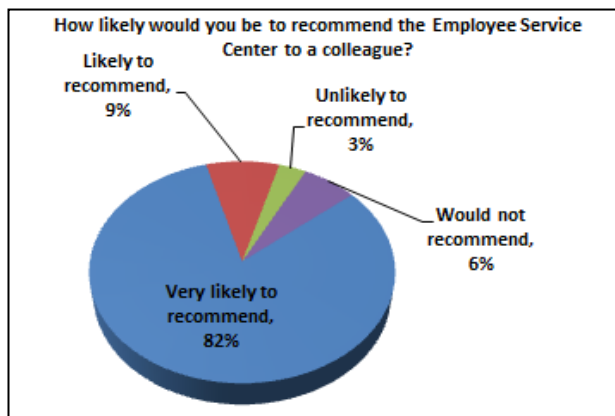
SLA Metric	Target	Current Period 05/31/15 – 07/11/15	Previous Period 05/03/15 – 05/30/15	Previous Year June 2014
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	97.88%	99.88%	100%
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	94.2% within 1 Day and 97.7% within 3 Days	92.8% within 1 day 95.7% within 3 days	88.7% within 1 day 86% within 3 days

Source: ESC Footprints data from 05/31/2015 – 07/11/2015.



Customer Satisfaction Survey Results

SLA Metric	Target	Current Period (05/31/2015 – 07/1/2015)	Previous Period (05/03/15 – 05/30/15)	May 2014
Customer satisfaction (Based on automated survey upon ticket closure.)	80% of customers rate overall satisfaction good to excellent	89% rated good to excellent (0.184% response rate)	95% rated good to excellent (0.197% response rate)	95% rated good to excellent (0.07% response rate)



Selected Monthly Comments:

- “It is perfect the way it is”.
- “No issues - ESC completely resolved my issues within about half an hour.”
- “Super service from a really helpful employee, and I happily commend her. There is no need to follow through, but I am adding my contact information in case you want to know more. I will assume that you can find her and thank her.
- “great job specialist was courteous an knowledgeable.”

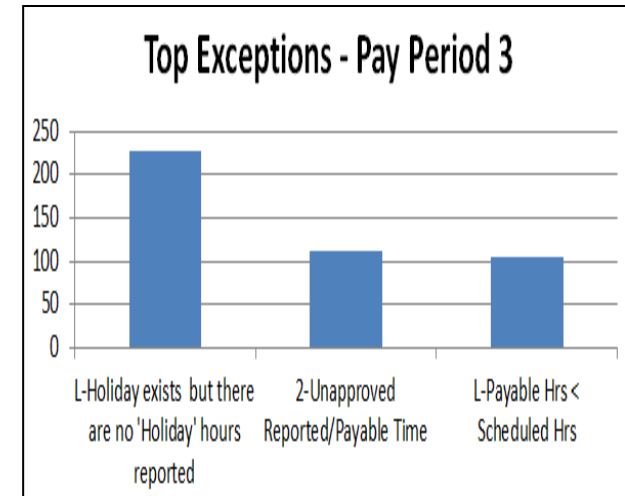
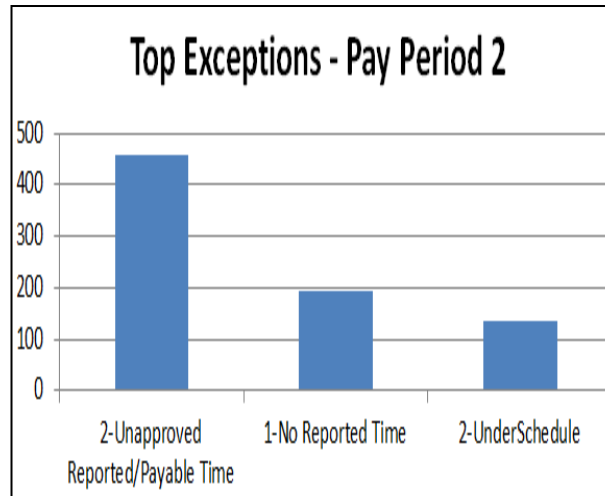
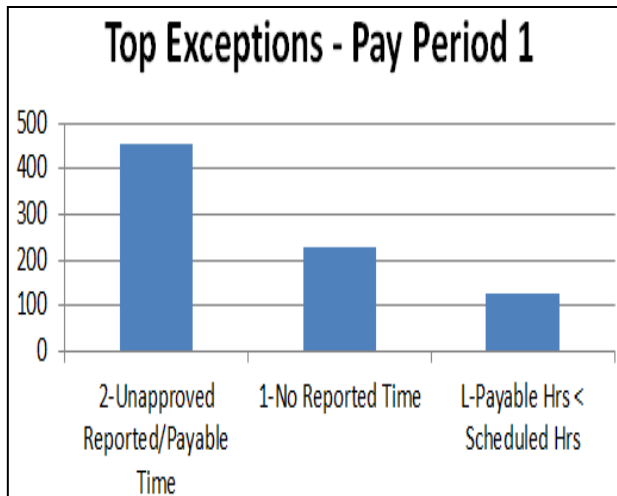
Source: ESC Customer Satisfaction Survey; survey link is provided on ticket closure notice and is voluntary. Survey results shown were collected between 05/31/2015 – 07/11/2015.

The Commonwealth of Massachusetts



Outbound Contact Percentages

SLA Metric	Target	Current Period (05/31/15 – 07/11/15)	Previous Period (05/03/15 – 05/30/15)
Percentage of approvers contacted with unresolved high exceptions requiring ESC intervention for resolution:	98% 85% holiday/emergency leave weeks	68.37%	86.09%



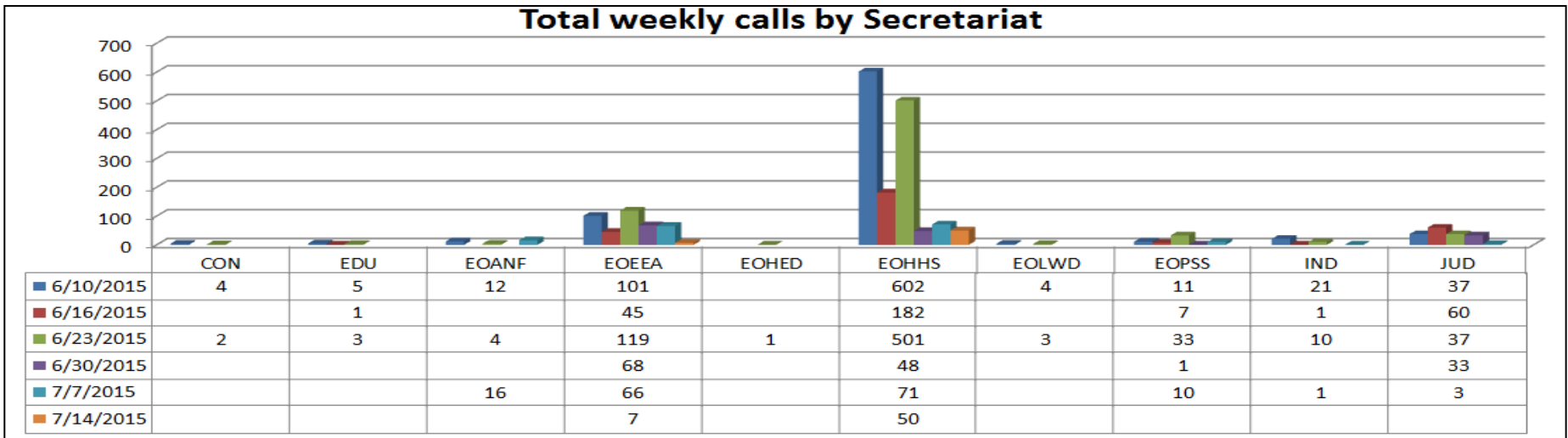
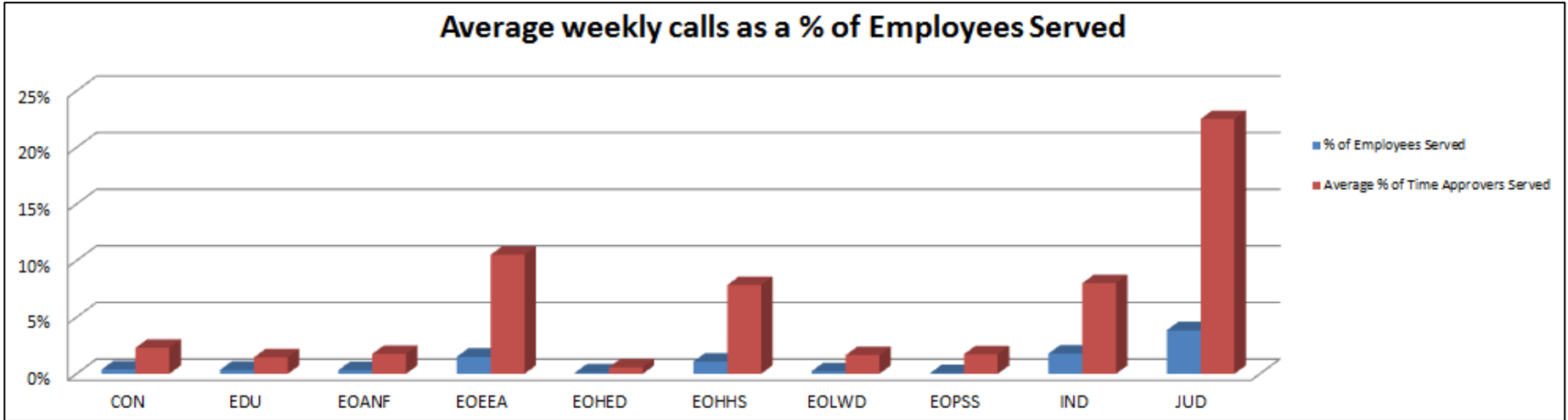
Source: ESC data from 05/31/2015 – 07/11/2015.



Outbound Exception Management Calls

Outbound calls are made on a weekly basis when employees and approvers miss the deadlines for time entry/time approval or when system generated exceptions appear on a timesheet.

EOHHS agencies continues to represent the largest volume of outbound calls from the ESC.

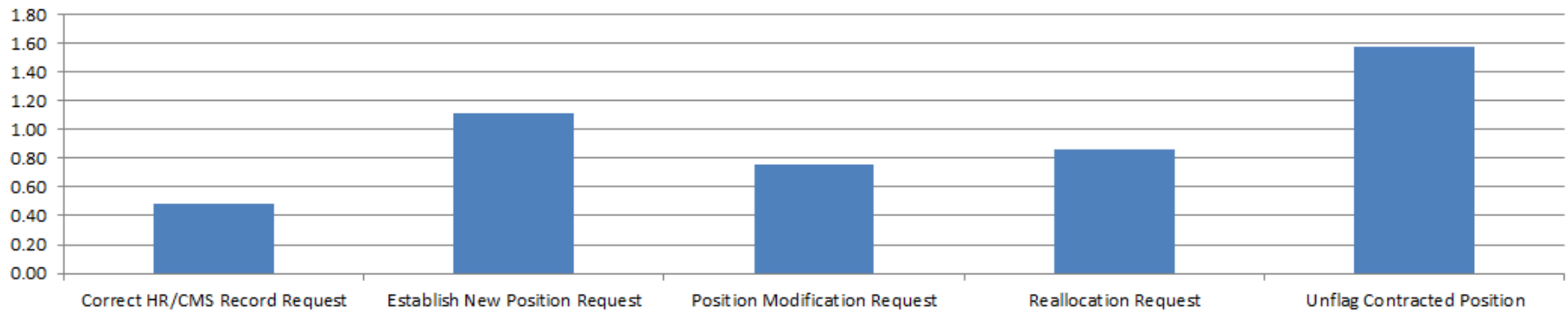


Source: : ESC Exception Management System data from 05/31/2015 – 07/11/2015. Average inquiries per employee is shown for comparison purposes and does not account for repeat contacts (i.e., calling an employee multiple times).

Position Management

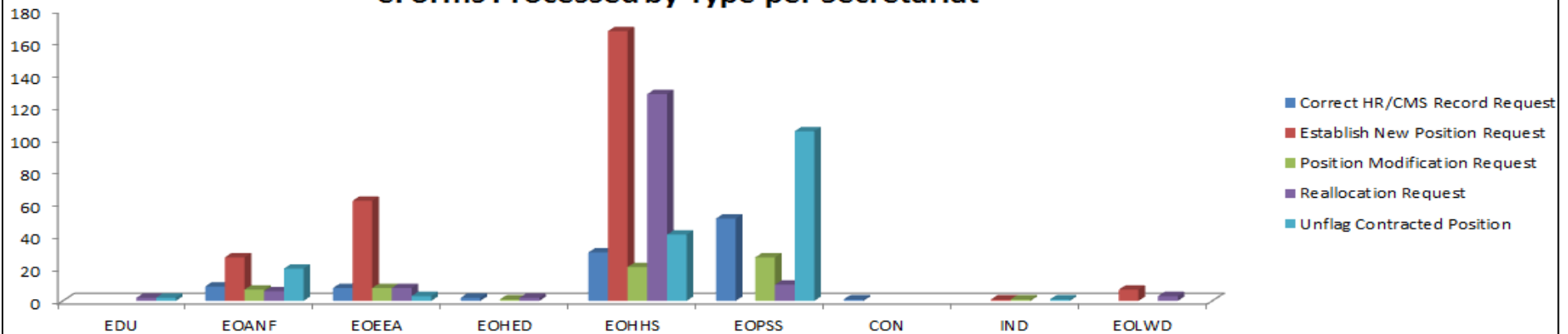
Total number of eForms processed by ESC: 921

Average eForm Turnaround Time (Days)



Increase in EOHHS Establish New Position Requests.

eForms Processed by Type per Secretariat



Unflag Contract Position Requests are dependent on ANF Platform Approval



Review Schedule Service Charter Scorecard

Service Month*		
Start Date	End Date	Report Available
2/22/2015	4/4/2015	4/22/2015
4/5/2015	5/2/2015	5/20/2015
5/3/2015	5/30/2015	6/17/2015
5/31/2015	7/11/2015	7/29/2015
7/12/2015	8/8/2015	8/26/2015
8/9/2015	9/5/2015	9/23/2015
9/6/2015	10/3/2015	10/21/2015
10/4/2015	10/31/2015	11/18/2015
11/1/2015	11/28/2015	12/26/2015
11/29/2015	12/26/2015	1/13/2016
12/27/2015	1/23/2016	2/10/2016
1/24/2016	3/5/2016	3/23/2016

***Note:** "Service Month" reporting periods are split by the closest pay period start and end dates to the beginning and end of the calendar month.



Appendix: Agencies Served

Agencies Served	Employees	Agencies Served	Employees	Agencies Served	Employees
ADD-Developmental Disabilities Council	17	DOI-Division Of Insurance	149	MCB-Mass Commission For The Blind	162
AGR-Department Of Agricultural Resources	100	DOR-Department Of Revenue	1584	MCD-Commission For The Deaf And Hard Of Hearing	50
ALA-Administrative Law Appeals Division	37	DOS-Division Of Standards	17	MGC-Massachusetts Gaming Commission	90
ANF-Executive Administration & Finance	279	DPH-Department Of Public Health	3035	MIL-Massachusetts National Guard	9507
APC-Appeals Court	114	DPS-Department Of Public Safety	162	MMP-Massachusetts Marketing Partnership	16
ART-Mass Cultural Council	25	DPU-Department Of Public Utilities	156	MRC-Mass Rehabilitation Commission	931
ATB-Appellate Tax Board	23	DSS-Department Of Children And Families	3488	OCD-Dept Of Housing And Community	277
BLC-Board Of Library Commissioners	24	DYS-Department Of Youth Services	862	OHA-Massachusetts Office On Disability	12
BSB-Bureau Of State Buildings	13	EDU-Executive Office Of Education	84	ORI-Office For Refugees And Immigrants	19
CAD-Commission Against Discrimination	68	EEC-Department Of Early Education	186	OSC-Office Of The Comptroller	141
CDA-Massachusetts Emergency Management Agency	98	EED-Executive Office Of Housing & Economic Development	59	OSD-Division Of Operational Services	105
CHE-Soldiers' Home In Massachusetts	337	EHS-Executive Office Of Health And Human Services	1559	PAR-Parole Board	199
CHS-Department Of Criminal Justice Information Systems	40	ELD-Department Of Elder Affairs	50	POL-State Police	2513
CJT-Criminal Justice Training Council	475	ENE-Department Of Energy Resources	57	REG-Division Of Professional Licensure	113
CME-Chief Medical Examiner	78	ENV-Executive Office Of Energy And Environmental Affairs	289	RGT-Department Of Higher Education	71
CPC-Committee For Public Counsel Services	768	EOL-Executive Office Of Workforce Development	1429	SCA-Office Of Consumer Affairs And Business Regulations	27
CSC-Civil Service Commission	11	EPS-Executive Office Of Public Safety And Security	192	SDA-Sheriffs Department Association	4
CSW-Commission On Status Of Women	2	EQE-Department Of Environmental Protection	686	SEA-Department Of Business And Technology	13
DAC-Disabled Persons Protection Commission	32	FWE-Department Of Fish And Game	322	SOR-Sex Offender Registry	44
DCP-Capital Asset Management And Maintenance	431	GIC-Group Insurance Commission	54	SRB-State Reclamation Board	169
DCR-Department Conservation And Recreation	2697	HCF-Health Care Finance & Policy	165	TAC-Department Of Telecommunications	24
DFS-Department Of Fire Services	619	HLY-Soldiers' Home In Holyoke	364	TRB-Teachers Retirement Board	95
DMH-Department Of Mental Health	3414	HPC-Health Policy Commission	63	TRE-Office Of The State Treasurer	234
DMR-Health And Human Services	6549	HRD-Human Resources Division	148	VET-Department Of Veterans Service	69
DOB-Division Of Banks	174	ITD-Information Technology Division	334	VWA-Victim And Witness Assistance	15
DOC-Department Of Corrections	5137	LIB-George Fingold Library	11	WEL-Department Of Transitional Assistance	1474
DOE-Department Of Elementary & Secondary Education	512	LOT-Lottery And Gaming Commission	406	Grand Total:	54359

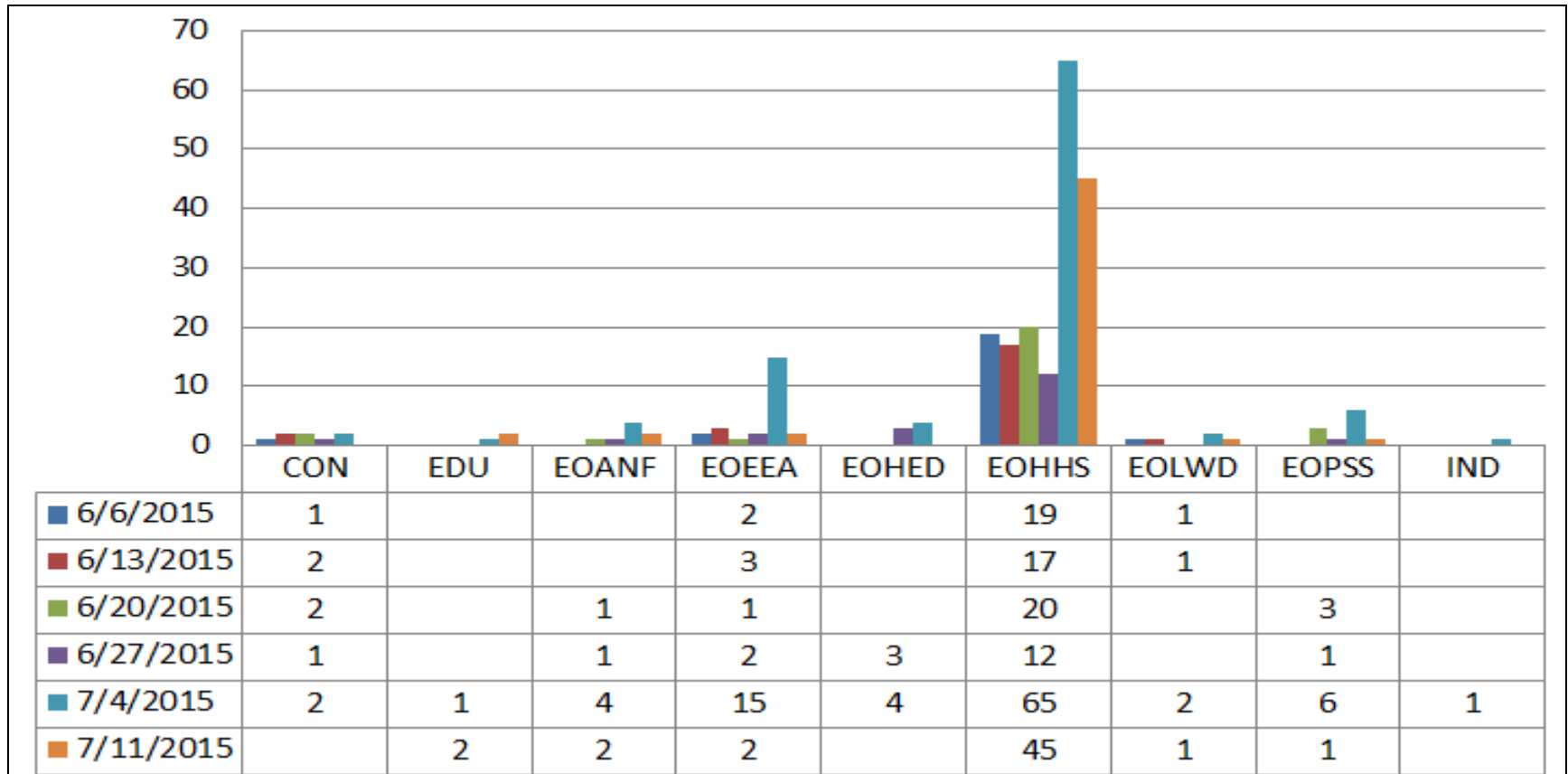


Appendix: Inquiries by Agency

- Note: No inquiries were received for this service month from:

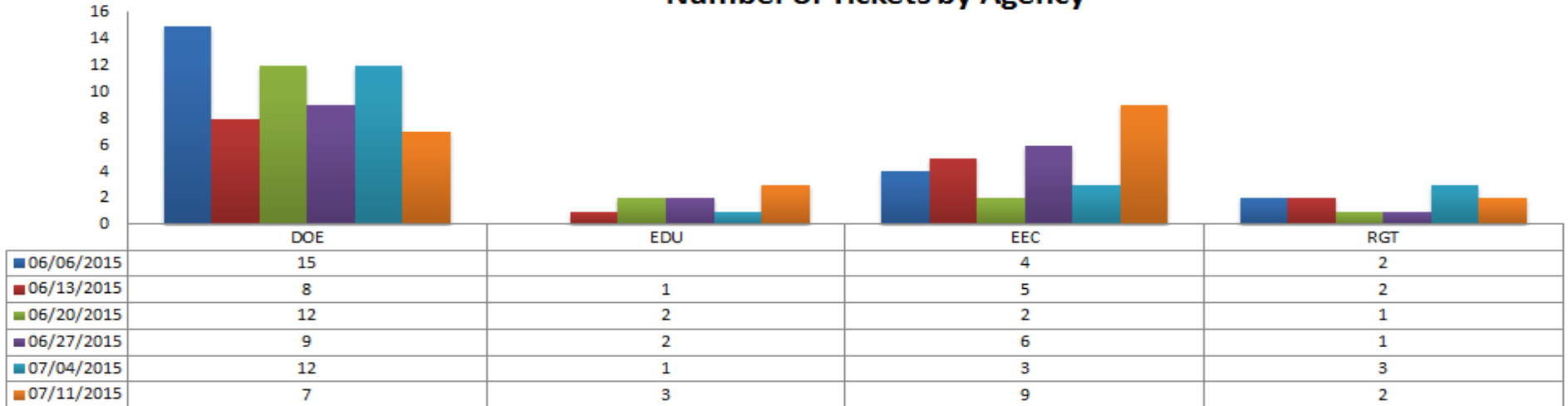
ADD - Developmental Disabilities Council	ART - Mass Cultural Council
CAD - Commission Against Discrimination	CJT - Criminal Justice Training Council
CSW - Commission On Status Of Women	DAC - Disabled Persons Protection Commission

Tickets Forwarded to Agency HR/ Payroll

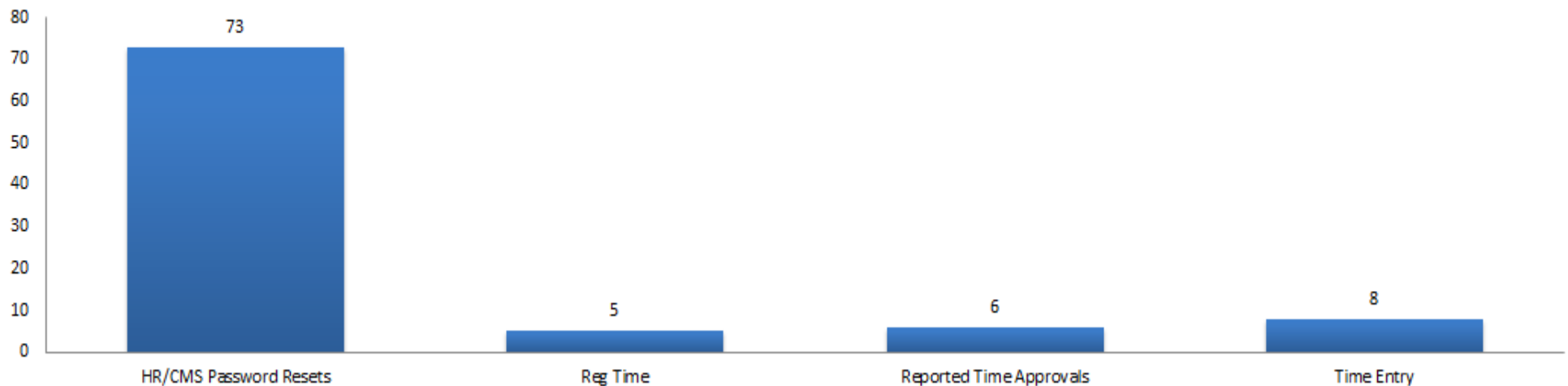


Education Secretariat Agencies

Number of Tickets by Agency

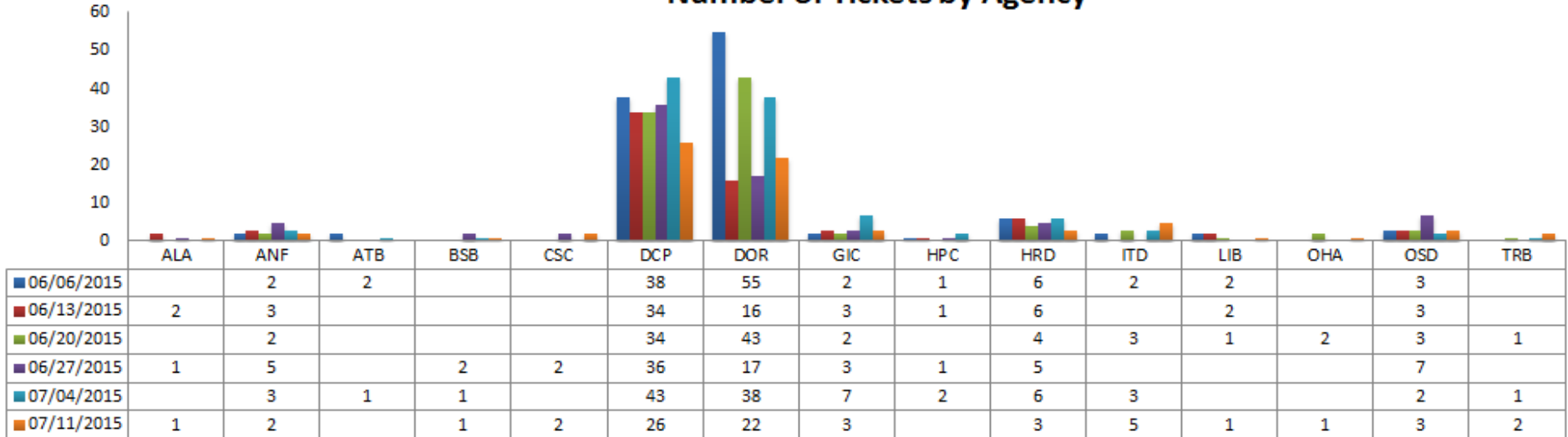


Inquiry Classifications

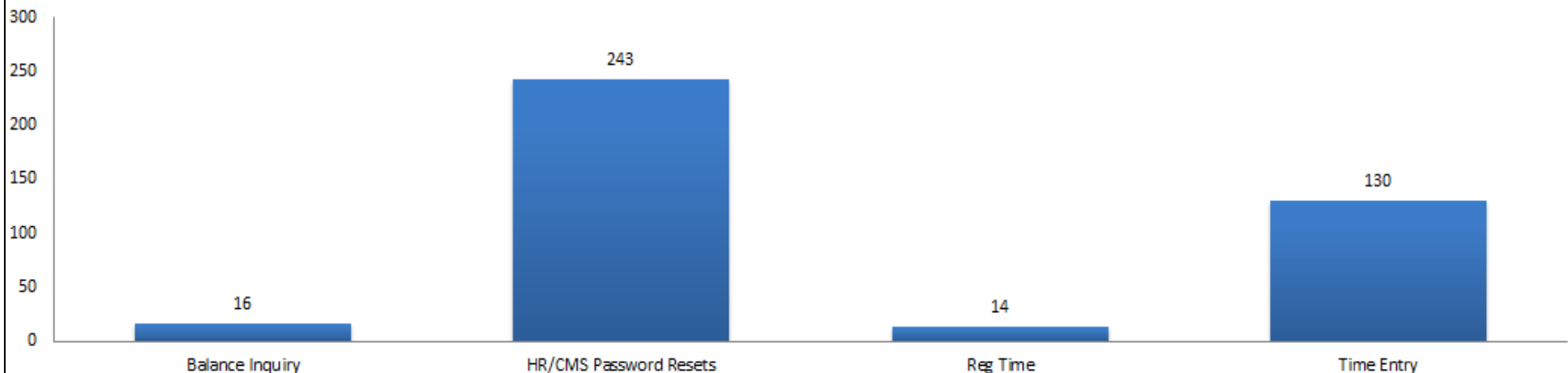


EOANF Secretariat Agencies

Number of Tickets by Agency

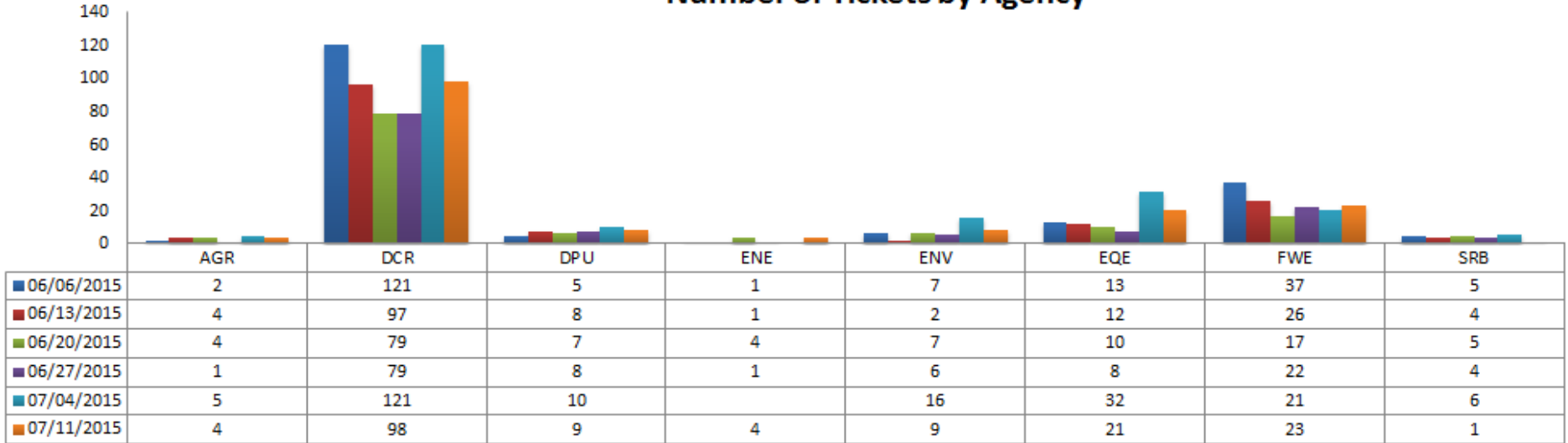


Inquiry Classifications

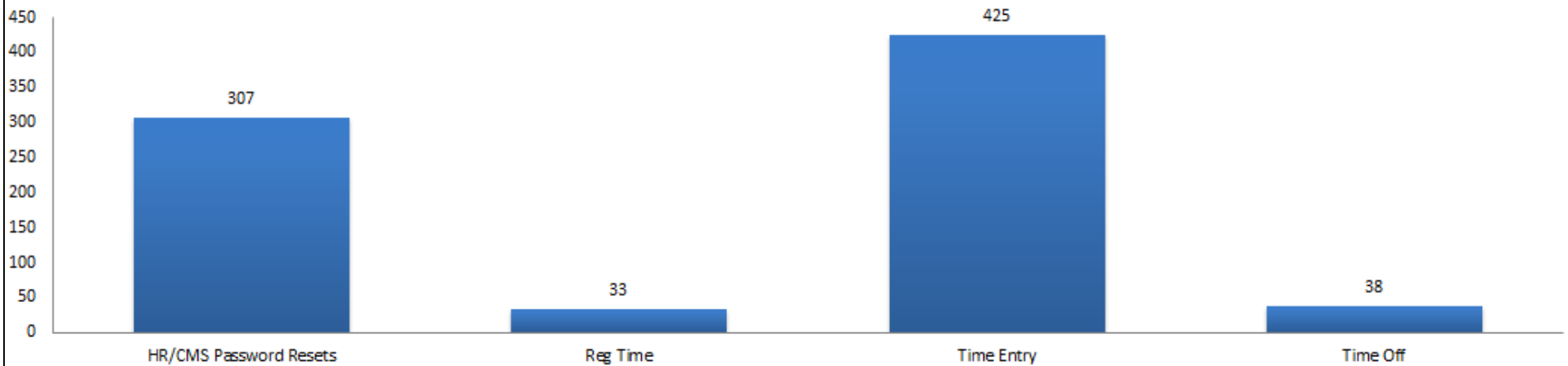


EOEEA Secretariat Agencies

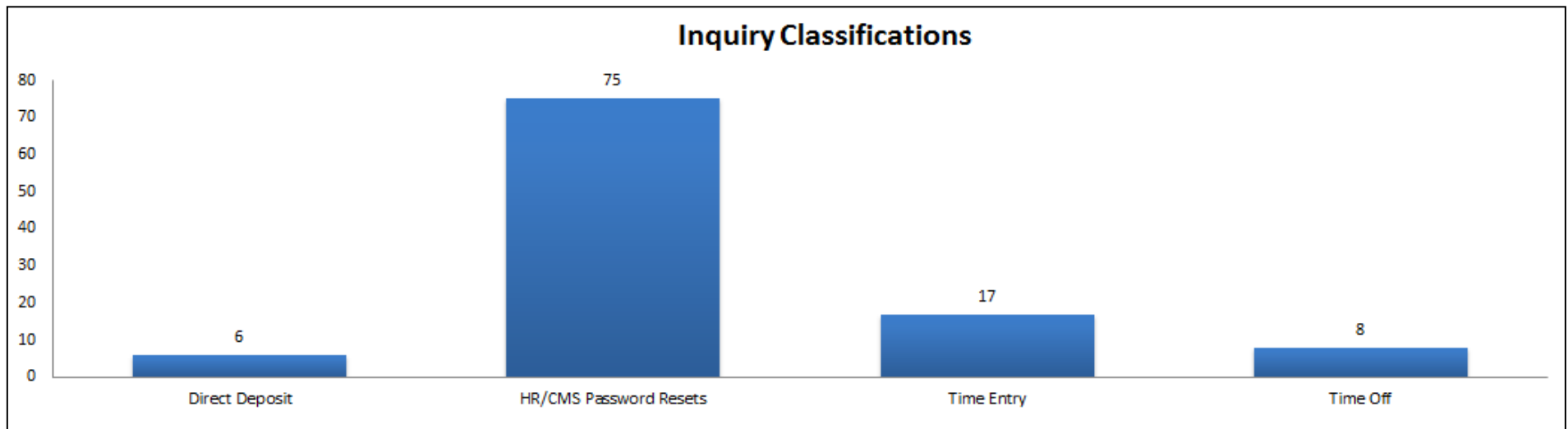
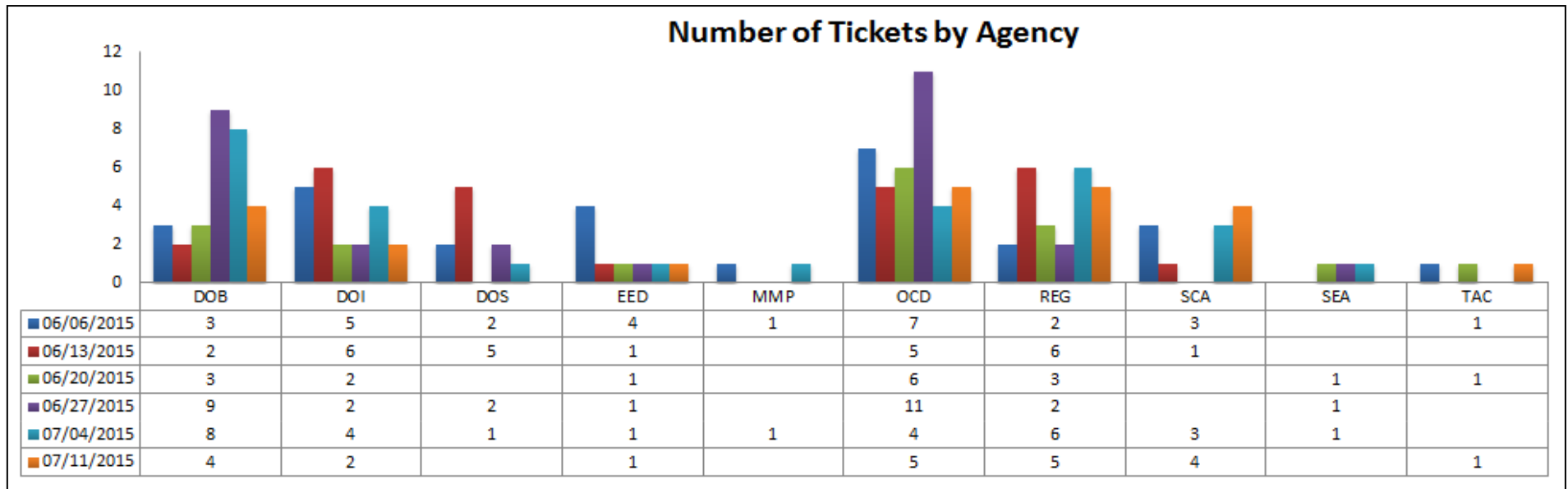
Number of Tickets by Agency



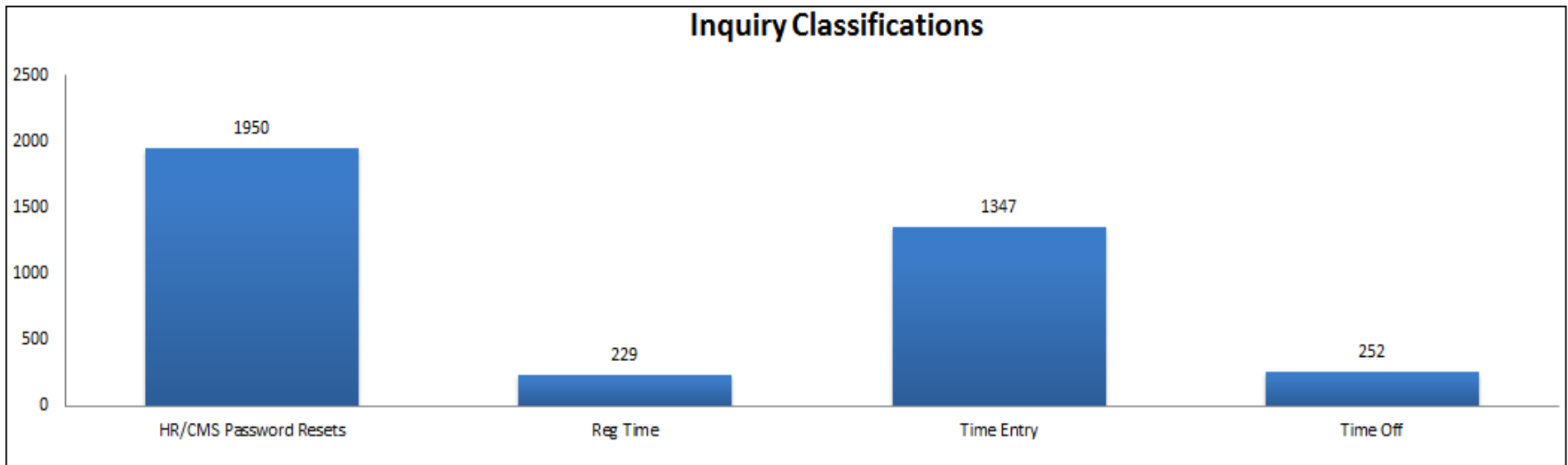
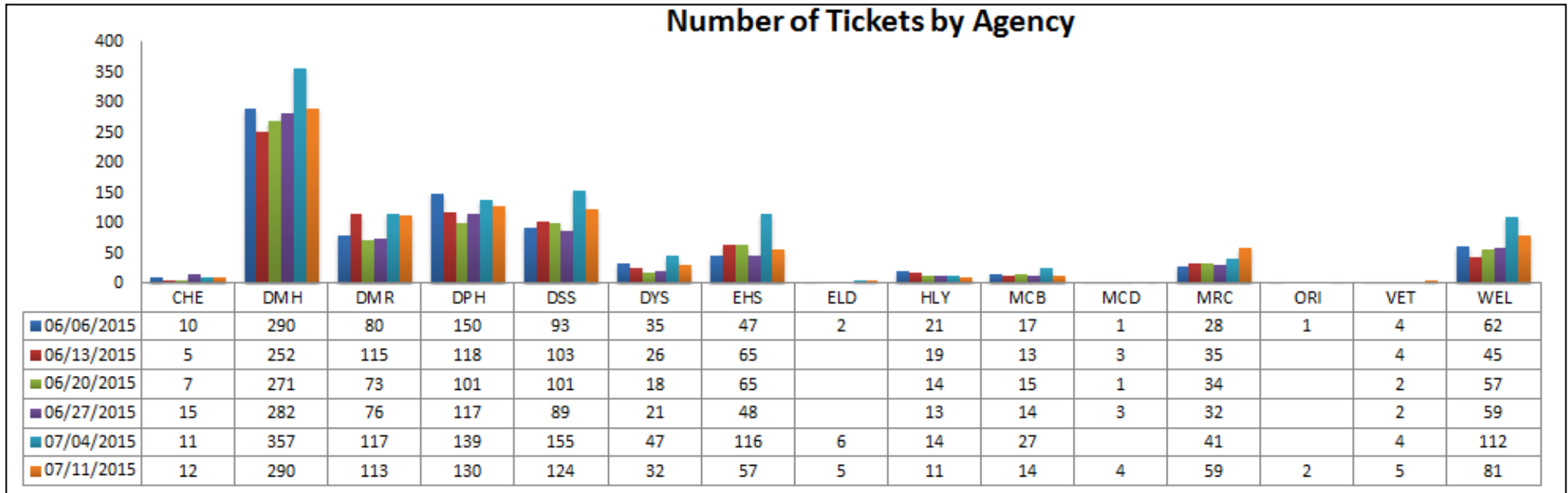
Inquiry Classifications

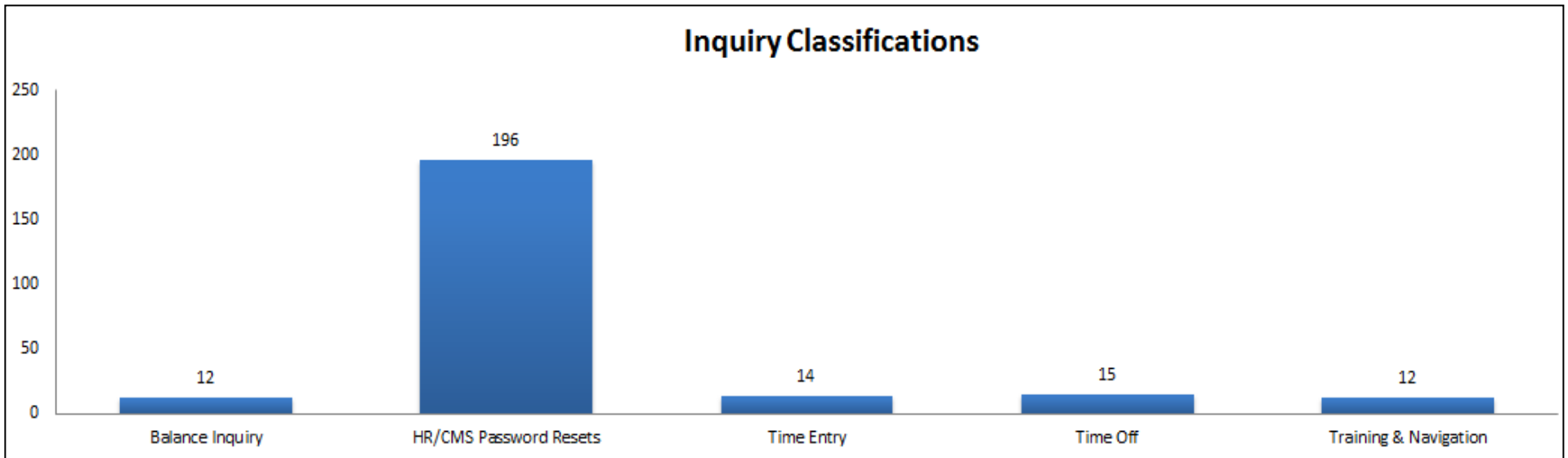
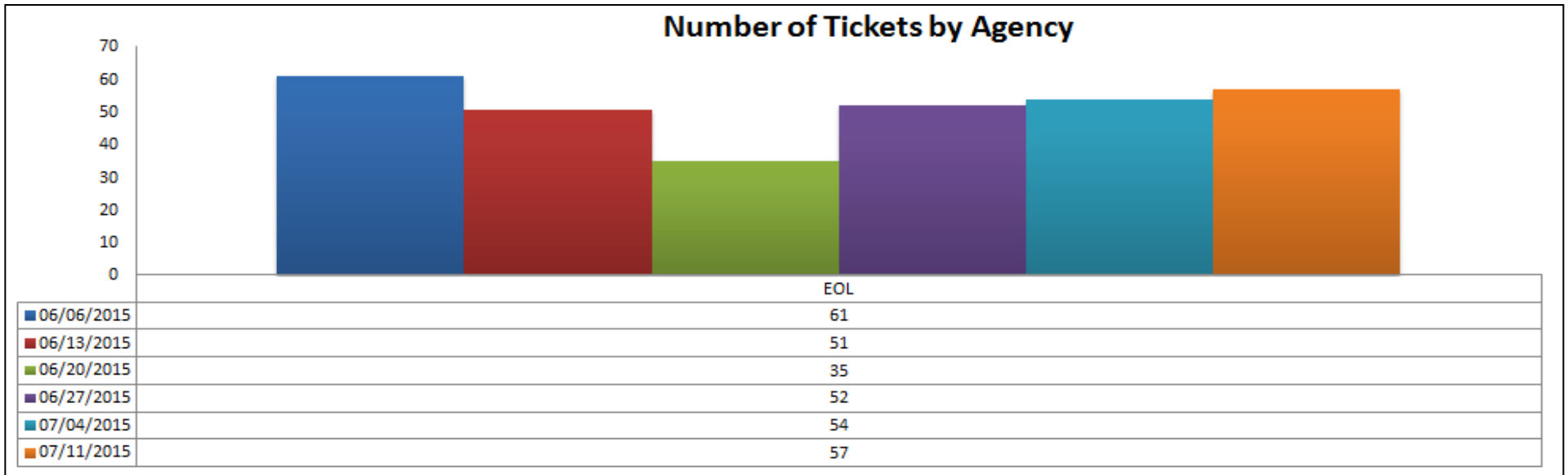


EOHED Secretariat Agencies



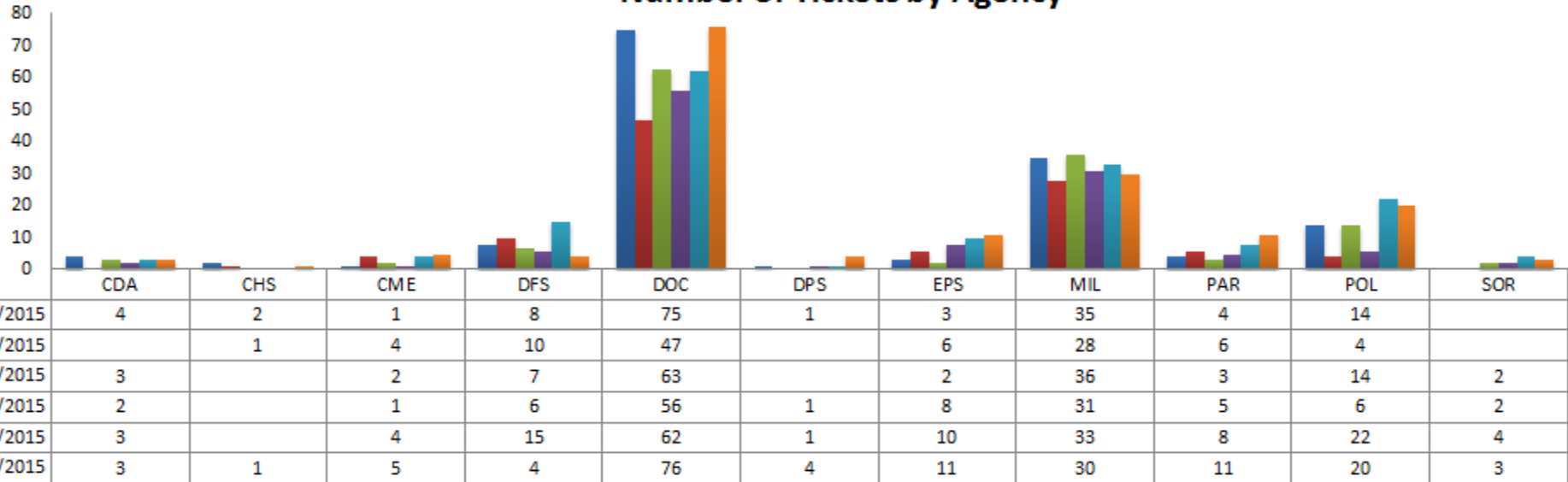
EOHHS Secretariat Agencies



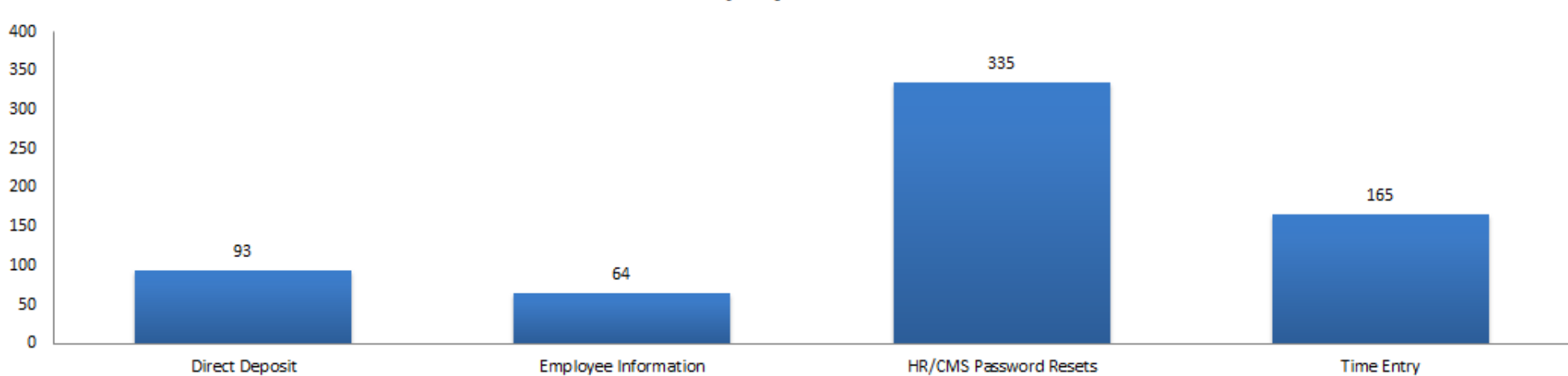


EOPSS Secretariat Agencies

Number of Tickets by Agency

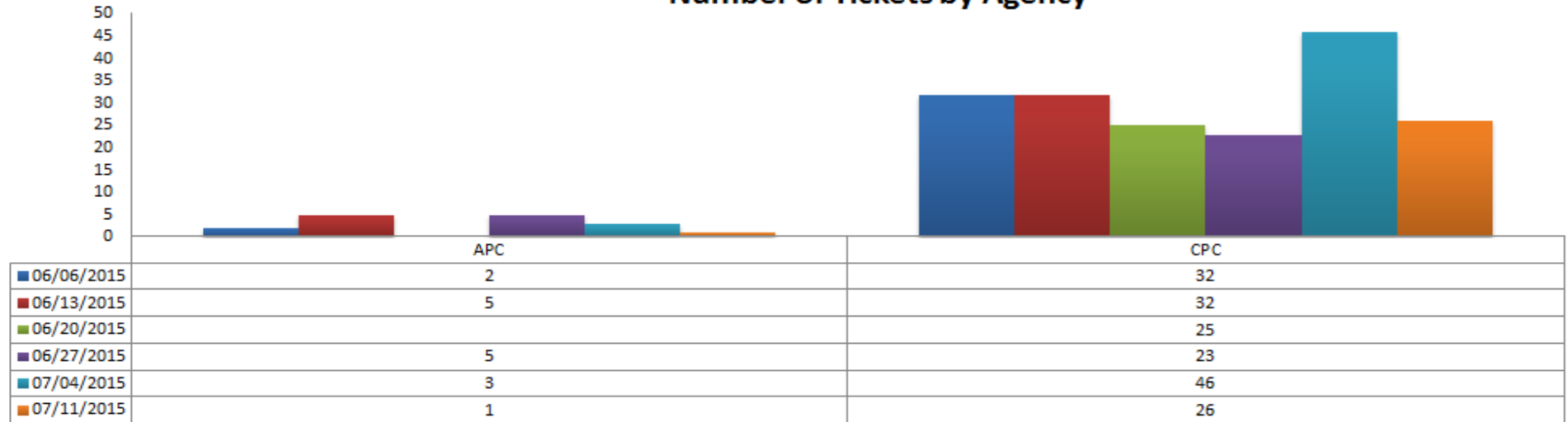


Inquiry Classifications

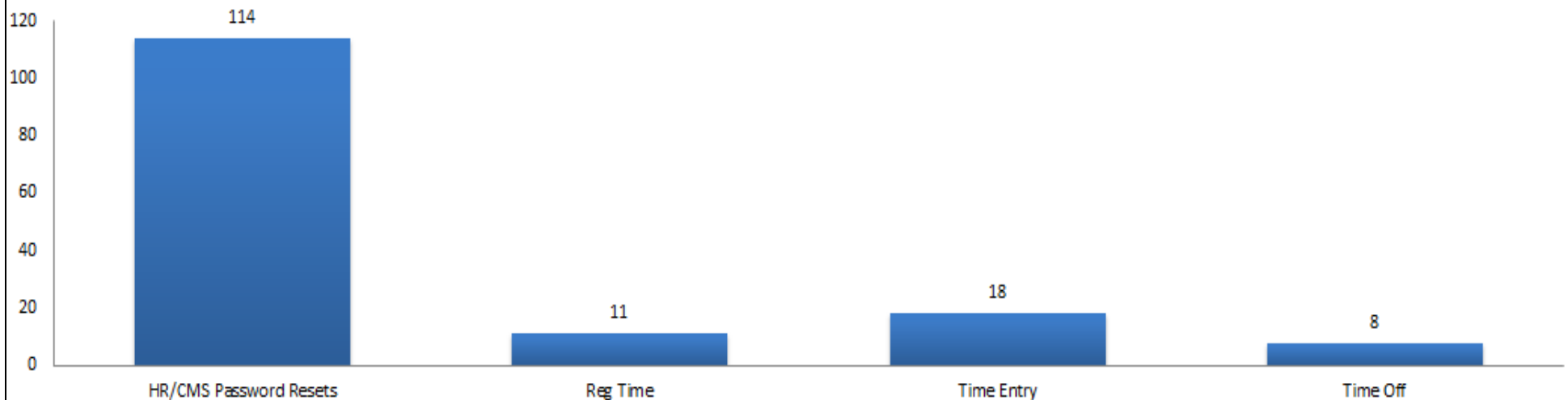


JUD Agencies

Number of Tickets by Agency

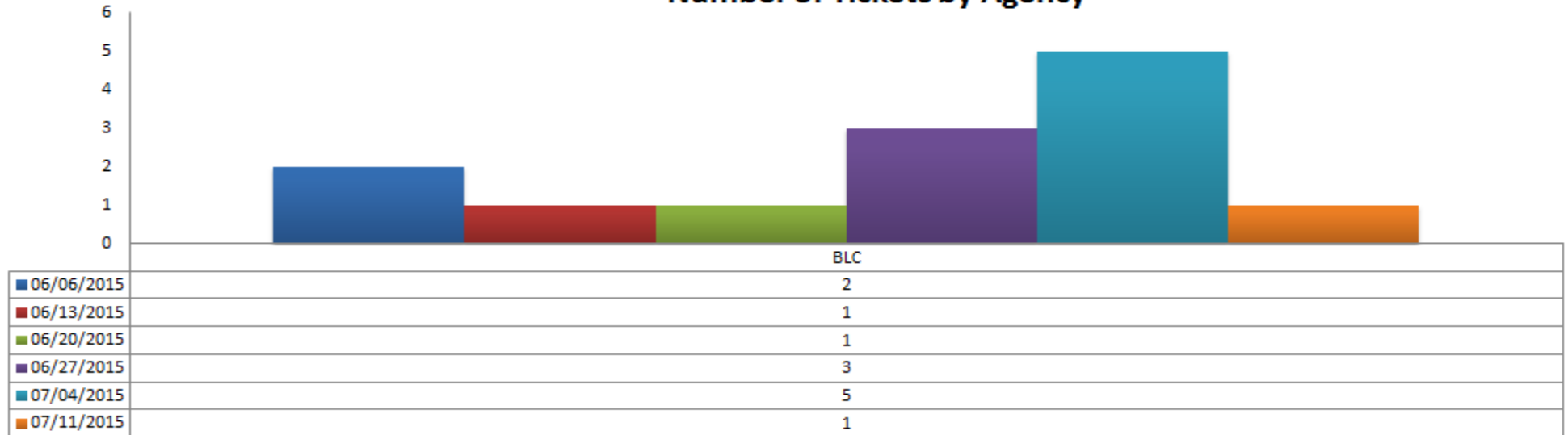


Inquiry Classifications

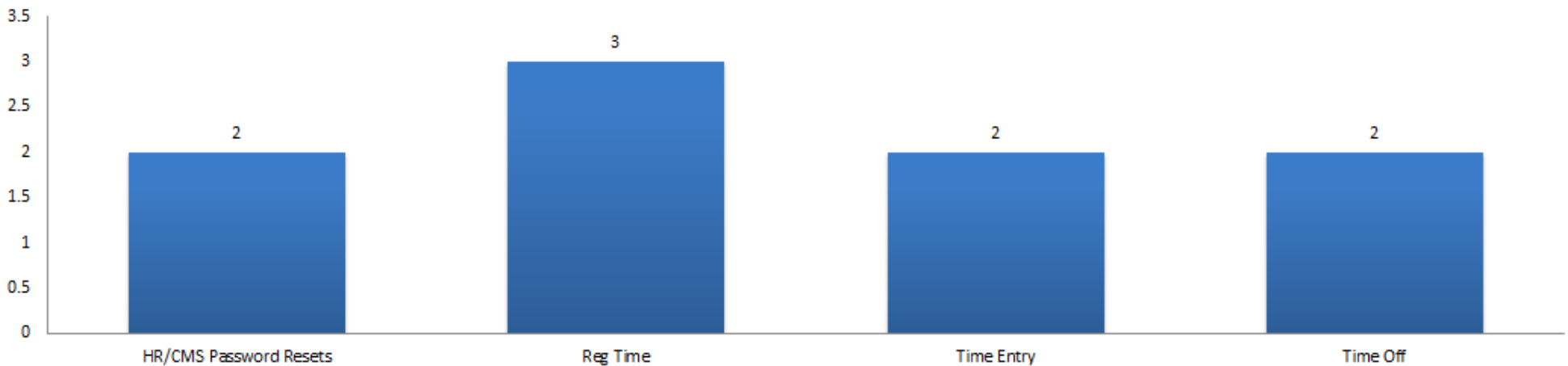


BLC Tickets and Classification

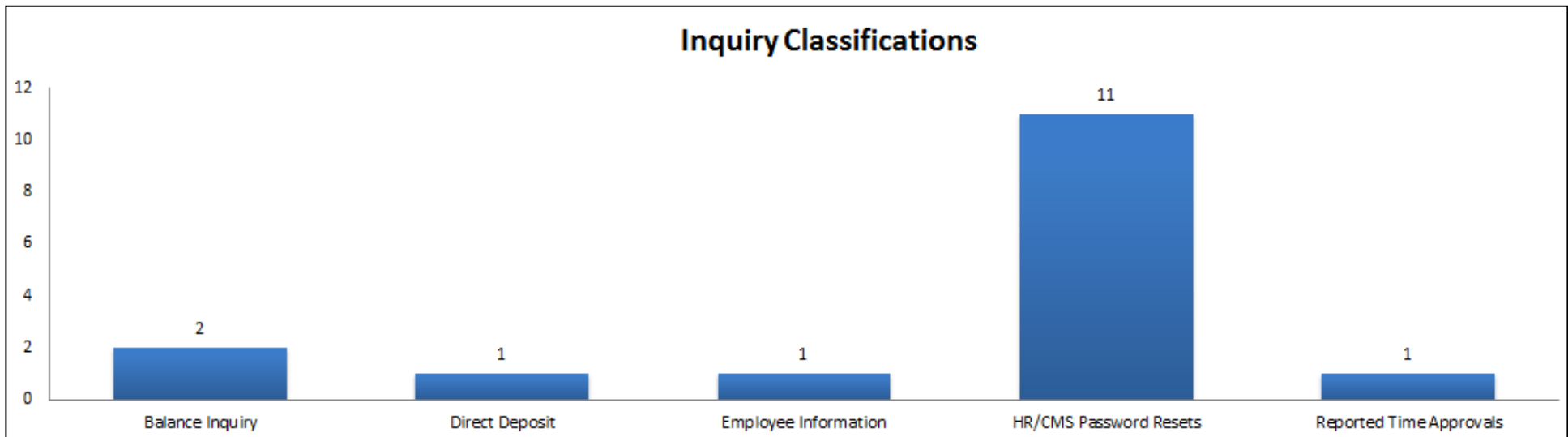
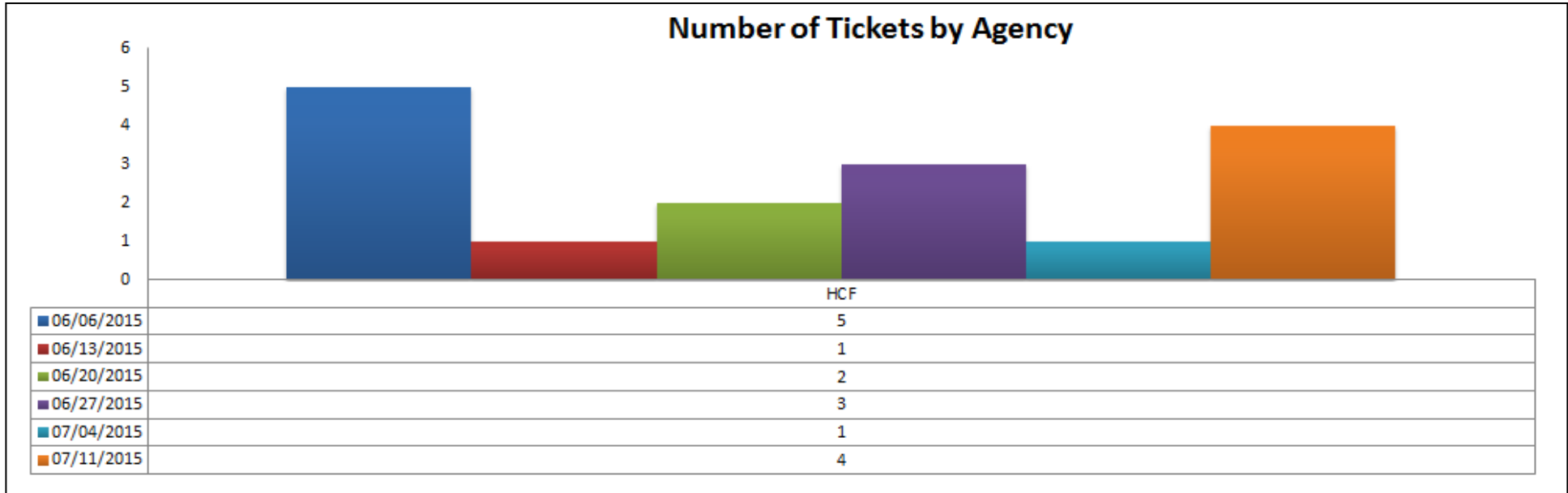
Number of Tickets by Agency



Inquiry Classifications

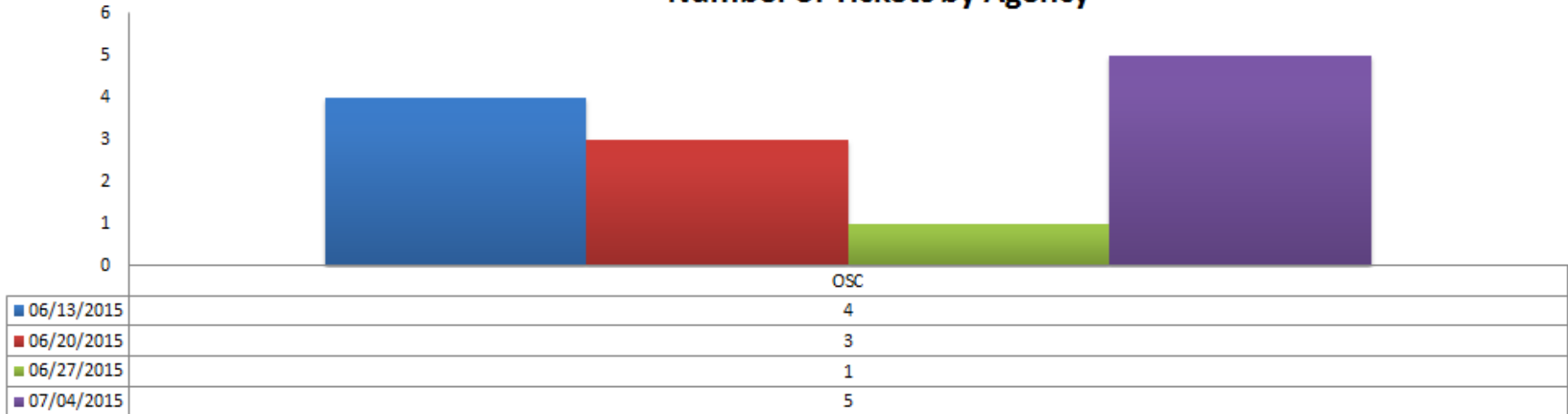


HCF Tickets and Classification



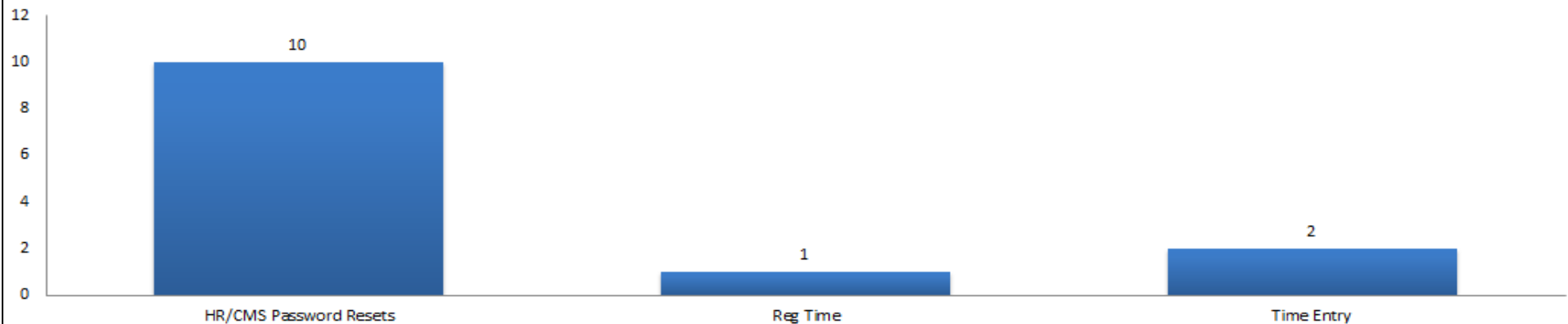
OSC Tickets and Classification

Number of Tickets by Agency

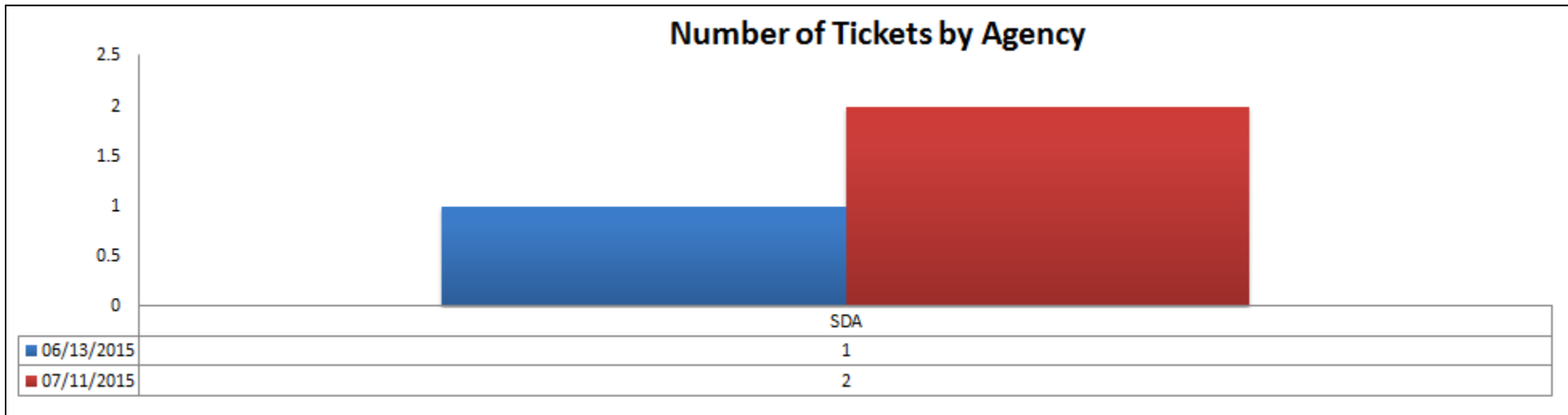


There were no requests the week of 6/6 or 7/11

Inquiry Classifications



SDA Tickets and Classification



There were no requests the week of 6/6, 6/20, 6/27, 7/4

